

Attachment 4



State of Alaska/DPA: Executive Status Report

Report Date: 6/06/25




ILINX Casefiles Workflow Modernization

Project Sponsor: Deb Etheridge

Project Manager: David MacWatters

Key Project Metrics

CATEGORY	STATUS		NOTES
	Previous	Current	
Overall Status			Project is performing to plan. Go live target is 06.25.2025.
Scope			On task.
Schedule			Project is on schedule.
Cost			Review funding/encumbrance with DPA after 04.01.25 meeting.
Risk			Resource availability State of Alaska and ImageSource.

	Red: Critical issues jeopardize projects		Yellow: At risk, but mitigation efforts are in place or underway		Green: On track, progressing as planned.
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Issues for Leadership Concern or Escalation

MILESTONE\ DELIVERABLE	ISSUE	REQUESTED ACTION	RESOLUTION	RESOLUTION DATE
N/A	N/A	N/A	N/A	N/A

Milestones/Deliverables

MILESTONE/ DELIVERABLES	ORIGINAL COMPLETION DATES	CURRENT COMPLETION DATES	% COMPLETE	NOTES
1. Project Plan Acceptance	04.14.2025	04.17.2025	100%	Formal DPA acceptance of Project Plan set planned for 04.14.2025
2. Design, Configure, Sprints, Sprint Reviews	06.06.2025	05.23.2025	100%	Configuration Complete!
3. Solution Acceptance	06.11.2025	06.18.2025	0%	To be confirmed on 06.16, DPA to test all three projects simultaneously.
4. Go Live Planning / Production Promotion	06.25.2025		0%	Execute go-live planning and production promotion for all 3 projects simultaneously. Go live planning to occur on 06.20.2025.
5. Roll Out Support / Project Close	06.25.2025		0%	2 days after Go Live.



State of Alaska/DPA: Executive Status Report

Report Date: 6/06/25




ILINX/CURRENT Integration

Project Sponsor: Deb Etheridge

Project Manager: Jason Darrow

Key Project Metrics

CATEGORY	STATUS Previous\Current		NOTES
Overall Status			Worked with C!A to test API and task creation in Current Application
Scope			Scope is unchanged and deliverables remain on target
Schedule			Current progress is on schedule
Cost			Fixed bid, scope updates covered by MSA Professional Services Consulting
Risk			Resource availability State of Alaska, CIA, and ImageSource. CURRENT received ATO

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Issues for Leadership Concern or Escalation

MILESTONE\ DELIVERABLE	ISSUE	REQUESTED ACTION	RESOLUTION	RESOLUTION DATE
N/A	N/A	N/A	N/A	N/A

Milestones/Deliverables

MILESTONE/ DELIVERABLES	ORIGINAL COMPLETION DATES	CURRENT COMPLETION DATES	% COMPLETE	NOTES
D1 Project Plan – Create/Refine User Stories	May 21, 2025	May 21, 2025	100%	Project Plan signed on 05/21.
D2 Design, Configure, Sprints, Sprint Reviews	June 10, 2025		70%	Continuing configurations on capture prompt based on DPA feedback. Worked with C!A to test API and task creation in Current Application
D3 Solution Acceptance	June 18, 2025		0%	To be confirmed on 06.16, DPA to test all three projects simultaneously.
D4 Go Live Planning	June 25, 2025		0%	Execute go-live planning and production promotion for all 3 projects simultaneously. Go live planning to occur on 06.20.2025.
D5 Production Go Live/Roll Out Support	June 25, 2025		0%	2 days after Go Live.



State of Alaska/DPA: Executive Status Report

Report Date: 6/06/25




ILINX Virtual Call Center

Project Sponsor: Deb Etheridge

Project Manager: David MacWatters

Key Project Metrics

CATEGORY	STATUS Previous\Current		NOTES
Overall Status			Project is Live in Production! Production Roll Out complete!
Scope			Project is Live in Production.
Schedule			No change, the project is on schedule.
Cost			Fixed bid.
Risk			Resource availability State of Alaska.

	Red: Critical issues jeopardize projects		Yellow: At risk, but mitigation efforts are in place or underway		Green: On track, progressing as planned.
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Issues for Leadership Concern or Escalation

MILESTONE\ DELIVERABLE	ISSUE	REQUESTED ACTION	RESOLUTION	RESOLUTION DATE
User Acceptance Testing	Significant delay result of DPA staff availability/prioritization.	DPA commitment to complete UAT ASAP to support Go Live Plan/Execution.	DPA team completed UAT and provided findings to ImageSource. ImageSource reviewing findings, response to Becky by 05.07.2025.	04.30.2025

Milestones/Deliverables

MILESTONE/ DELIVERABLES	ORIGINAL COMPLETION DATES	CURRENT COMPLETION DATES	% COMPLETE	NOTES
ILINX Virtual Call Center	08.01.2024	06.05.2025	95%	06.06.2025 – Production Roll Out Support is complete. Project close out to complete next week. 05.30.2025 – Project in production on 05.28.2025, Roll Out support is ongoing. 05.23.2025 – Schedule meeting with Becky next week to finalize Go Live Planning! 05.16.2025: Production promotion target completion is 5.23.2025. Go Live Planning (determine production go live date meeting planned for Monday!)

State of Alaska/DPA: Executive Status Report

Report Date: 6/6/25

ILINX Casefiles Automated Date Received Calculation Assignment

Project Sponsor: Deb Etheridge

Project Manager: Gene Eckhart

Key Project Metrics

CATEGORY	STATUS Previous\Current		NOTES
Overall Status	●	●	Project is currently on track for completion on time pending completion of UAT.
Scope	●	●	We are on track for scope at this time as identified in the Project Charter.
Schedule	●	●	We have received the Project Plan approval on 6-5-25.
Cost	●	●	We are on track for costs per the Project Charter.
Risk	●	●	Project is currently on track for completion on time pending completion of UAT.

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Issues for Leadership Concern or Escalation

MILESTONE\ DELIVERABLE	ISSUE	REQUESTED ACTION	RESOLUTION	RESOLUTION DATE
Project Plan	Acceptance and Signoff	Asking Becky to complete her review of the Project Plan and signoff.	The Project Plan has been signed off.	6-6-25

Milestones/Deliverables

MILESTONE/ DELIVERABLES	ORIGINAL COMPLETION DATES	CURRENT COMPLETION DATES	% COMPLETE	NOTES
Project Plan	05.29.2025	6-3-25	100%	The adjusted targeted completion date is due to the review and signoff of the Plan not being completed yet.
Deliverable 2 - Automated Date Received: Design, Configure, Sprints, Sprint Reviews	06.11.2025		90%	Work is expected to be completed and ready to review with the DPA UAT team by 6.11.2025.
Deliverable 3 - Automated Date Received: State of Alaska User Acceptance	06.18.2025		0%	Pending completion of Deliverable 2.
Deliverable 4 - Automated Date Received: Go Live Planning	06.20.2025		0%	Pending completion of Deliverable 3.
Deliverable 5 - Automated Date Received: Promote	06.25.2025		0%	Pending completion of Deliverable 4.



MILESTONE/ DELIVERABLES	ORIGINAL COMPLETION DATES	CURRENT COMPLETION DATES	% COMPLETE	NOTES
Solution (SaaS Production)				
Deliverable 6 - Automated Date Received: Production Go Live/Roll Out Support (DPA SaaS)	06.25.2025		0%	Pending completion of Deliverables 4 and 5.



State of Alaska/DPA: Executive Status Report











Report Date: 6/06/25




ILINX Long Term Care

Project Sponsor: Deb Etheridge

Project Manager: Jason Darrow

Key Project Metrics

CATEGORY	STATUS Previous\Current		NOTES
Overall Status			Reviewed Project Plan. Updated User Stories. Received new requirements for the Long Term Care profile.
Scope			Updating requirements
Schedule			Defined at update project plan approval.
Cost			Fixed bid, scope updates covered by MSA Professional Services Consulting
Risk			Resource availability State of Alaska and ImageSource.

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Issues for Leadership Concern or Escalation

MILESTONE\ DELIVERABLE	ISSUE	REQUESTED ACTION	RESOLUTION	RESOLUTION DATE
N/A	N/A	N/A	N/A	N/A

Milestones/Deliverables

MILESTONE/ DELIVERABLES	ORIGINAL COMPLETION DATES	CURRENT COMPLETION DATES	% COMPLETE	NOTES
ILINX Long Term Care Project Plan	Defined after discovery and Project Plan review.		90%	Reviewed Project Plan. Received new requirements for Long Term Care profile. Updating User stories.

State of Alaska/DPA: Executive Status Report

Report Date: 6/06/25

ILINX Casefiles Notice Renewal Interview (SMS) Process

Project Sponsor: Deb Etheridge

Project Manager: David MacWatters

Key Project Metrics

CATEGORY	STATUS Previous\Current		NOTES
Overall Status			Project Charter Phase complete. – Initial scope of work and level of effort to be presented to Becky 06.10.2025. Becky review to review and approve project charter/funding. 4. Becky Prioritize project.
Scope			See above
Schedule			See above.
Cost			See above.
Risk			

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Issues for Leadership Concern or Escalation

MILESTONE\ DELIVERABLE	ISSUE	REQUESTED ACTION	RESOLUTION	RESOLUTION DATE
TBD				

Milestones/Deliverables

MILESTONE/ DELIVERABLES	ORIGINAL COMPLETION DATES	CURRENT COMPLETION DATES	% COMPLETE	NOTES
1. TBD				



State of Alaska/DPA: Executive Status Report

Report Date: 6/06/25




ILINX All Services Application

Project Sponsor: Deb Etheridge

Project Manager: David MacWatters

Key Project Metrics

CATEGORY	STATUS		NOTES
	Previous	Current	
Overall Status	Red	Red	Blocked. Project Delay Notice #1 transmitted May 29, 2025, to Deb Etheridge. SOA mandatory regulatory approvals from FNS, CMS, and Policy are blocking remaining project tasks.
Scope	Green	Green	DPA user acceptance achieved.
Schedule	Red	Red	Blocked. See overall status. The remaining project tasks cannot be planned/scheduled
Cost	Green	Green	Fixed bid
Risk	Red	Red	Blocked. Resource availability State of Alaska. Requirement to obtain multiple external. (FNS/CMS) and internal (Policy) approvals

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Issues for Leadership Concern or Escalation

MILESTONE\ DELIVERABLE	ISSUE	REQUESTED ACTION	RESOLUTION	RESOLUTION DATE
User Acceptance Testing	FNS, CMS (federal reviews/acceptance are not complete. Internal SOA Policy review dependent upon completion of FNS/CMS. Affecting ability to deliver solution.	ImageSource generated Project Delay Notice transmitted to SOA DPA on 05.29.2025. Request FNS, CMS review completion date. Establish reasonable SOA Policy review/acceptance timeline.	06.06.2025 – No updates. 05.30.2025 – Project Delay Notice sent to SOA (Deb). 05.23.2025 – No Change. 05.16.2025 No Change. 05.09.2025 – No Change, 05.02.2025: No updates from CMS/FMS regarding review/status. 04.25.2025: Initial review of CMS/FNS introductory questions completed on 4.21.25. ImageSource documenting via Change Request. 04.18.2025 – Initial Change Request started to record FNS/CMS introductory comments, planned meeting for week of 04.21. 2025 to complete review and update CR in prep for Becky response back to FNS and CMS. It is understood that FNS/CMS comments are initial, cursory, doh team agree no changes to be made until official response(s) are received.	

State of Alaska DPA | Executive Status Report | Portfolio



MILESTONE\ DELIVERABLE	ISSUE	REQUESTED ACTION	RESOLUTION	RESOLUTION DATE
			4.11.2025 – Reviewed CMS comments, creating Change Request to address potential updates (pending clarification from CMS and Policy. Scheduling similar review of FNS comments. 04.04.25 – Initial review meeting scheduled for 04.08.25.03.28.2025 – targeting meeting Becky, Dave, Maidson to review CMS email and prepare response. 03.21.25 initial response from CMS received, being reviewed internally by DPA.	

Milestones/Deliverables

MILESTONE/ DELIVERABLES	ORIGINAL COMPLETION DATES	CURRENT COMPLETION DATES	% COMPLETE	NOTES
Project Plan	07.30.2024	07.30.2024	100%	Complete.
Configure, Sprints, Sprint Reviews and Acceptance Testing	12.01.2024	See Note.		Configuration and UAT complete and received. Project delayed for FNS, CMS, and internal SOA Policy review/acceptance. ImageSource generated Project Delay Notice transmitted to SOA (DPA) on 05.29.2025.
Go Live Planning	30 days		0%	Original completion date target undefined due to external review/approvals outside of DPA/ImageSource control. Completion for this task is 30 days from FNS/CMS/Policy approval.
Promote Solution (SaaS Production)	1 week	See Note.	0%	One week to promote solution to production after D2 and D3 above.
Production Go Live/Roll Out Support	40 hours	See Note	0%	ImageSource to provide 40 hours go live support begin day one (1) of production operations.

State of Alaska/DPA: Executive Status Report











Report Date: 6/06/25




ILINX Casefiles Optional Skip Workflow

Project Sponsor: Deb Etheridge

Project Manager: David MacWatters

Key Project Metrics

CATEGORY	STATUS		NOTES
	Previous	Current	
Overall Status			06.06.2025 – This Statement of work replaced by the Case Files Workflow Modernization initiative. To be confirmed post Workflow Modernization project go live.
Scope			See above
Schedule			See above.
Cost			See above.
Risk			

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Issues for Leadership Concern or Escalation

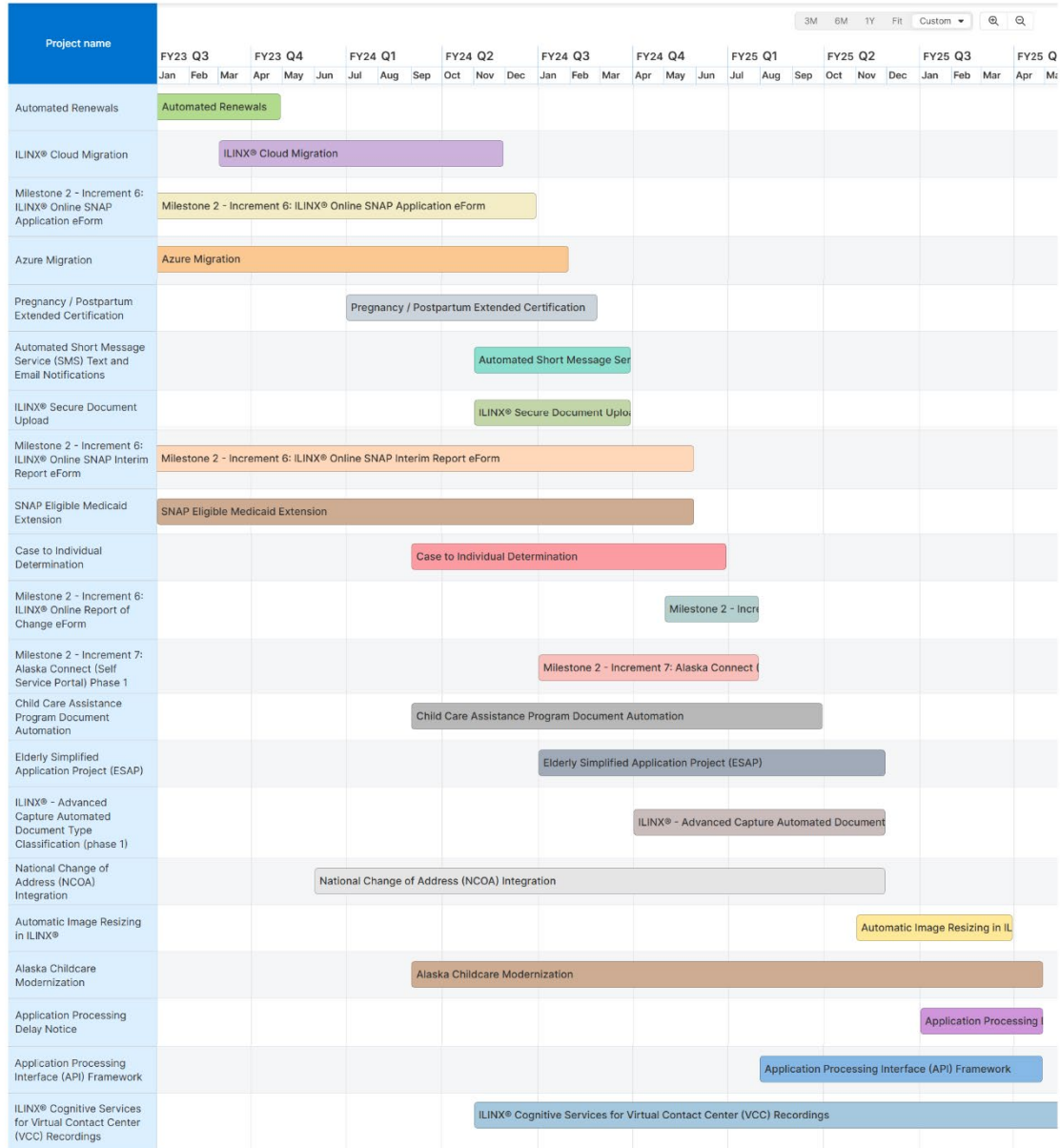
MILESTONE\ DELIVERABLE	ISSUE	REQUESTED ACTION	RESOLUTION	RESOLUTION DATE
Project	Case File Workflow Modernization removes workflow, eliminating the need for this functionality.	Eliminate/replace this project (Case Files Workflow Modernization). Approval from DPA.	Introduction of Casefiles Modernization draft to Linda on 2.27, she is in full agreement. Linda would like Becky to review before making the final decision.	03.04.2025

Project name	Project Description	Project start date	Project end date	Funding Source(s)	Key Outcome(s)	Dependency
Automated Renewals	Streamlined the renewal process for Modified Adjusted Gross Income (MAGI) Medicaid recipients by implementing automation in compliance with federal eXperts renewal requirements.	2022-03-01	2023-04-30	Federal 90% / State 10%	<ul style="list-style-type: none"> Enhanced efficiency Reduced manual workload Reduced postage costs Improved user experience 	
ILINX® Cloud Migration	Migrated ILINX® system from State data center to vendor-managed Microsoft Azure cloud hosting.	2023-03-01	2023-11-30	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	<ul style="list-style-type: none"> Aligned with Governor's Cloud mandate Reduced administrative costs Improved infrastructure scalability 	
Milestone 2 - Increment 6: ILINX® Online SNAP Application eForm	Developed an ILINX® smart form to streamline Supplemental Nutrition Assistance Program (SNAP) applications.	2021-09-01	2023-12-31	Grant	<ul style="list-style-type: none"> Reduced paper/email submissions Improved data quality Increased staff productivity 	
Azure Migration	Migrated Alaska's Resource for Integrated Eligibility Services (ARIES) infrastructure to Microsoft Azure cloud environment.	2022-05-01	2024-01-31	Grant	<ul style="list-style-type: none"> Reduced paper/email submissions Improved data quality Increased staff productivity 	
Pregnancy / Postpartum Extended Certification	Extended postpartum Medicaid coverage from 60 days to 12 months.	2023-07-01	2024-02-28	Federal 90% / State 10%	<ul style="list-style-type: none"> Extended client coverage Reduced eligibility staff intervention frequency 	
Automated Short Message Service (SMS) Text and Email Notifications	Implemented automated client confirmations via SMS and email for eForm submissions.	2023-11-01	2024-03-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	<ul style="list-style-type: none"> Reduced phone inquiries and duplicate submissions Enhanced client experience 	
ILINX® Secure Document Upload	Enabled clients to securely upload eligibility documentation via mobile-friendly portal.	2023-11-01	2024-03-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	<ul style="list-style-type: none"> Streamlined document intake Reduced clerical workload Improved client service 	
Milestone 2 - Increment 6: ILINX® Online SNAP Interim Report eForm	Digitized the interim report process for SNAP clients through dynamic smart forms.	2022-02-01	2024-05-31	Federal 50% / State 50%	<ul style="list-style-type: none"> Improved data completeness Reduced manual data entry Enhanced client access 	
SNAP Eligible Medicaid Extension	Automated Medicaid eligibility extension for individuals eligible for SNAP, without staff intervention.	2023-01-01	2024-05-31	Federal 75% / State 25%	<ul style="list-style-type: none"> Reduced eligibility technician processing time Fully automated 'no-touch' eligibility determinations 	
Case to Individual Determination	Shifted automatic renewals from the case level to the individual level to align with CMS regulations.	2023-09-01	2024-06-30	Federal 75% / State 25%	<ul style="list-style-type: none"> Met CMS regulatory compliance Increased number of individuals auto-renewed 	
Milestone 2 - Increment 6: ILINX® Online Report of Change eForm	Developed an online smart form for clients to report household changes impacting eligibility.	2024-05-01	2024-07-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	<ul style="list-style-type: none"> Improved data collection Enhanced client accessibility Reduced processing delays 	
Milestone 2 - Increment 7: Alaska Connect (Self Service Portal) Phase 1	Implements a client portal for application, case review, updates, and event tracking.	2024-01-01	2024-07-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	<ul style="list-style-type: none"> Reduced in-person and call center traffic Increased client access 	
Child Care Assistance Program Document Automation	Integrated ILINX® with AKCCIS to move childcare document management from paper to electronic.	2023-09-01	2024-09-30	Federal 100% American Rescue Plan Act	<ul style="list-style-type: none"> Improved document security Faster document retrieval Enhanced compliance and disaster recovery 	
ILINX® - Advanced Capture Automated Document Type Classification (phase 1)	Automates the routing and classification of electronically received applications and renewals for public assistance programs.	2024-04-01	2024-11-30	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	<ul style="list-style-type: none"> Reduced manual sorting Decreased processing errors 	
Elderly Simplified Application Project (ESAP)	Increases certification period from 24 months to 36 months for elderly low-income population and households are not required to submit an interim report.	2024-01-01	2024-11-30	Federal 50% / State 50%	<ul style="list-style-type: none"> Increased SNAP participation Reduced paperwork submissions Reduced processing delays 	
National Change of Address (NCOA) Integration	Integrated with the national database to automatically update recipient addresses.	2023-06-01	2024-11-30	Federal 75% / State 25%	<ul style="list-style-type: none"> Reduced postage costs Decreased manual updates Improved eligibility accuracy 	
Automatic Image Resizing in ILINX®	System enhancement to automatically resize large email attachments to avoid processing errors.	2024-11-01	2025-03-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	<ul style="list-style-type: none"> Eliminated manual resizing Improved system performance 	
Alaska Childcare Modernization	Implemented cloud-based Alaska Child Care Information System (AKCCIS) with provider and client portals.	2023-09-01	2025-04-30	Federal 100% American Rescue Plan Act	<ul style="list-style-type: none"> Reduced admin costs Improved client/provider experience 	
Application Processing Interface (API) Framework	Created a framework for system interoperability, enhancing data sharing among public assistance systems.	2024-06-01	2025-04-30	Federal 90% / State 10%	<ul style="list-style-type: none"> Streamlined staff access Improved interoperability 	
Application Processing Delay Notice	Developed new notice to inform clients when there is a delay in benefit processing.	2025-01-01	2025-04-30	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	<ul style="list-style-type: none"> Required as a result of the APA lawsuit 	
ILINX® Cognitive Services for Virtual Contact Center (VCC) Recordings	Automates transcription and clipping of Virtual Call Center recordings to meet federal attestation requirements.	2023-11-01	2025-05-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	<ul style="list-style-type: none"> Streamlined attestation collection Improved accessibility 	
Current™ Integration with ILINX®	Configures ILINX® to push CPA associate data directly into Current™ workflow management system.	2025-02-01	2025-06-30	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	<ul style="list-style-type: none"> Reduced redundant data entry Improved task management 	
ILINX® - Workflow Modernization	Eliminates ILINX® work queues to prepare for Current™ workflow system integration.	2025-04-01	2025-06-30	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	<ul style="list-style-type: none"> Streamlined workflow Increased eligibility technician efficiency 	
Short Message Service (SMS) Messaging	Implements SMS messaging to notify clients of scheduled interviews and events.	2025-04-21	2025-06-30	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	<ul style="list-style-type: none"> Reduced rescheduling Increased timeliness Decreased lobby traffic 	
Broad Based Categorical Eligibility (BBCE) Project	New category of eligibility for SNAP households.	2024-04-01	2025-08-30	Federal 50% / State 50%	<ul style="list-style-type: none"> Increased SNAP participation Reduced eligibility technician (ET) time for resource verification 	
Transition Adult Public Assistance (APA) and Senior Benefit (SB) programs from warrant to Electronic Benefit Transfer (EBT)	Campaign to move clients from paper warrants to direct deposit or EBT.	2024-10-01	2025-07-31	100% State	<ul style="list-style-type: none"> Reduces printing and postage costs Improves benefit delivery times 	
ILINX® Upgrade	Upgrades ILINX® system to improve usability, storage management, and flexibility.	2024-07-01	2025-07-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	<ul style="list-style-type: none"> Reduced storage costs Enhanced user experience 	Current™ Integration

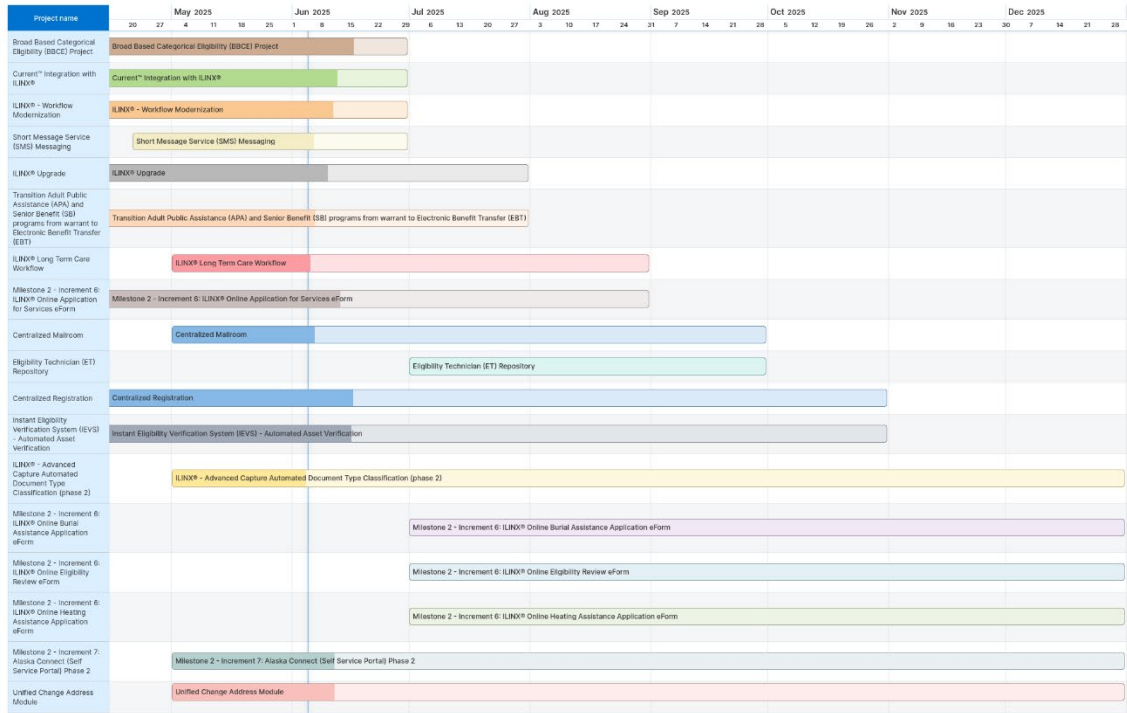
Project name	Project Description	Project start date	Project end date	Funding Source(s)	Key Outcome(s)	Dependency
ILINX® Long Term Care Workflow	Creates electronic workflows to streamline Long Term Care provider document submissions.	2025-05-01	2025-08-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	* Improved document submission * Streamlined provider communication	
Milestone 2 - Increment 6: ILINX® Online Application for Services eForm	Develops an online ILINX® eForm application portal for multiple assistance programs.	2024-01-01	2025-08-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	* Streamlined applications * Mobile-friendly * Improved client access	Requires federal review
Centralized Mailroom	Automates mail handling and routing using ILINX® integrated with Current™.	2025-05-01	2025-08-30	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	* Reduced manual sorting * Improved mail routing efficiency	
Eligibility Technician (ET) Repository	Develops a centralized repository for policies, procedures, and resources for eligibility staff.	2025-07-01	2025-09-30	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program / QC Reinvestment funds.	* Streamlined staff access to resources * Integrated with ILINX®	
Identify Deceased Medicaid Enrollees	Ensure that individuals enrolled in Alaska Medicaid are periodically checked to identify if any enrollees are deceased prior to renewing Medicaid benefits.	2025-05-11	2025-08-30	Federal 75% / State 25%	* Notices are not sent to deceased individuals * Benefits are not issued to deceased individuals	
Instant Eligibility Verification System (IEVS) - Automated Asset Verification	Systematically generate the eligibility/asset verification report for ex parte Medicaid renewals.	2024-02-15	2025-10-31	Federal 75% / State 25%	* Reduced manual tasks * Streamlined benefits processing Data shifted from 5/31/2025 to 10/31/2025. * Implemented 5/31/2025: MAGI Medicaid renewals are manually batched each evening and sent to the IEVS. (streamlined benefits processing achieved) * Manual batch process will be automated by 8/31/2025. * MAGI Medicaid applications will be automatically sent to the IEVS by 10/31/2025.	
Centralized Registration	Automates registration of electronically submitted applications.	2024-08-01	2025-10-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	* Reduced manual intervention * Streamlined online registration	Workforce capacity constraints
Milestone 2 - Increment 6: ILINX® Online Eligibility Review eForm	Digitized the eligibility review forms process for clients through dynamic smart forms.	2025-07-01	2025-12-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	* Expanded client self-service * Improved accessibility for applications	
Milestone 2 - Increment 7: Alaska Connect (Self Service Portal) Phase 2	Implements a client portal for application, case review, updates, and event tracking.	2025-05-01	2025-12-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	* Reduced in-person and call center traffic * Increased client access	Workforce capacity constraints
Unified Change Address Module	This feature will automate the ability for a user to enter an address once and have it update ARIES and EIS.	2025-05-01	2025-12-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	* Streamlined workflow * Increased eligibility technician efficiency	Workforce capacity constraints
ILINX® - Advanced Capture Automated Document Type Classification (phase 2)	Automates the routing and classification of electronically received documents for public assistance programs.	2025-05-01	2025-12-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	* Reduced manual sorting * Decreased processing errors	Centralized mailroom functionality
Milestone 2 - Increment 6: ILINX® Online Heating Assistance Application eForm	Digitized the heating assistance application process for clients through dynamic smart forms.	2025-07-01	2025-12-31	Low Income Heating Assistance Program (LHEAP) Grant	* Expanded client self-service * Improved accessibility for applications	
Milestone 2 - Increment 6: ILINX® Online Burial Assistance Application eForm	Digitized the burial assistance application process for clients through dynamic smart forms.	2025-07-01	2025-12-31	100% State	* Expanding client self-service * Improved accessibility for applications	
Worker Assist	Develops virtual assistant to provide real-time access to policies and guidance for eligibility workers.	2025-07-01	2026-01-31	100% State / QC Reinvestment funds	* Increased accuracy * Reduced search time for staff * Improved case outcomes	
Qualtrics Implementation	Develops surveys to drive better experiences of employees, clients, and providers across digital and physical touchpoints.	2024-02-01	2026-02-28	Funding: Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	* Engages teams * Improves manager effectiveness * Drives informed decisions	
Intelligent Policy Tracking and Compliance Support	Implements AI-powered system for monitoring regulatory changes and alerting staff.	2025-07-01	2026-06-30	100% State / QC Reinvestment funds	* Reduced lag in policy updates * Improved compliance response * Improved client understanding	
Notice Enhancements	Modernizes notices through a correspondence management platform to standardize communications.	2025-07-01	2026-06-30	100% State / QC Reinvestment funds	* Reduced pending cases due to communication gaps	
Quality Control (QC) System Replacement	Replaces QC system with platform providing real-time error data and analysis.	2025-07-01	2026-06-30	100% State / QC Reinvestment funds	* Enhanced oversight * Improved training * Reduced eligibility errors	
ILINX® - Analytics Dashboards	Deploys analytics reporting to track application and clerical productivity through ILINX®.	2026-01-01	2026-12-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	* Improved transparency * Enhanced performance monitoring	Resource availability and project prioritization
Milestone 2 - Increment 1-6: Aged, Blind, Disabled, Long Term Care (LTC), Hospital Presumptive Eligibility (HPE), and Non-MAGI Medicaid Modernization Module	Deploys modern Integrated Eligibility Platform (IEP) replacing legacy systems.	2025-07-01	2026-12-31	Federal 80% / State 10%	* Reduced administrative burden * Simplified Medicaid determinations	Workforce capacity constraints
Milestone 3 - Supplemental Nutrition Assistance Program (SNAP) Modernization Module	Modernizes SNAP eligibility processing through Integrated Eligibility Platform (IEP).	2026-01-01	2026-12-31	Federal 50% / State 50%	* Streamlined workflows * Improved reporting capabilities	Workforce capacity constraints
Milestone 2.5 - Data Architecture and Interoperability	Data integration solution that ingests and migrates data from multiple enterprise systems into a modern integrated operational data repository.	2025-10-01	2026-12-31	Costs are allocated amongst programs based on the Public Assistance Cost Allocation Plan (PACAP) with federal matching dollars varying per program.	* Makes data from multiple systems available and accessible for reporting and operations requests	Workforce capacity constraints

Project name	Project Description	Project start date	Project end date	Funding Source(s)	Key Outcome(s)	Dependency
Milestone 2 - Increment 8: Adult Public Assistance (APA) Cash Program Modernization Module	Modernizes Adult Public Assistance program through new Integrated Eligibility Platform (IEP).	2026-07-01	2027-06-30	100% State	* Reduced administrative burden * Improved eligibility efficiency	Milestone 2 Increments 1-5 and Milestone 3 migration off legacy EIS
Milestone 4 - Cash Program Modernization (Alaska Temporary Assistance Program (ATAP), Senior Benefits, General Relief Assistance (GRA) Module	Modernizes Alaska Temporary Assistance Program (ATAP), Senior Benefits, and General Relief Assistance (GRA) programs under the new Integrated Eligibility Platform (IEP). **Allows for decommissioning of the legacy Eligibility Information System (EIS)**	2027-02-01	2028-01-31	Funding: 100% State-funded unless the Temporary Assistance for Needy Families (TANF) Maintenance of Effort (MOE) requirement is met, in which case federal support becomes available.	* Reduced administrative burden * Improved eligibility efficiency	Milestone 2 Increments 1-5, Milestone 2 Increment 6, and Milestone 3 migration off legacy EIS

Attachment 4: IT Project Road map – Updated July 2025 – Completed



Technology Project Road map – Next Six Months (through 1/1/26)



Technology Project Road map – Planned

